UN VOLUNTEER DESCRIPTION OF ASSIGNMENT

**Preamble:**

The United Nations Volunteers (UNV) programme is the UN organization that promotes volunteerism to support peace and development worldwide. Volunteerism can transform the pace and nature of development and it benefits both society at large and the individual volunteer. UNV contributes to peace and development by advocating for volunteerism globally, encouraging partners to integrate volunteerism into development programming, and mobilizing volunteers.

In most cultures, volunteerism is deeply embedded in long-established, ancient traditions of sharing and support within the communities. In this context, UN Volunteers take part in various forms of volunteerism and play a role in development and peace together with co-workers, host agencies and local communities.

In all assignments, UN Volunteers promote volunteerism through their action and conduct. Engaging in volunteer activity can effectively and positively enrich their understanding of local and social realities, as well as create a bridge between themselves and the people in their host community. This will make the time they spend as UN Volunteers even more rewarding and productive.

1. **Assignment title:** UN Community Volunteers Coordinator
2. **Host entity:** Name and acronym of host entity
3. **Volunteer category:** National UN Volunteer (specialist)
4. **Duty station, country:** Insert duty station, country
5. **Number of UN Volunteers:** Enter number of volunteers
6. **Duration (in months):       or expected contract end date:**
7. **Possibility of extension\*:** Choose an item:

\*Dependent on continuation of mandate, availability of funding, operational necessity and satisfactory performance; there is no guarantee of assignment extension.

1. **Assignment family status:** Choose an item:
2. **Expected starting date:** Enter expected start date
3. **Organizational context and brief project description:**
4. **Sustainable Development Goals:** Choose an SDG.

**Supervision, induction and duty of care (**[Roles and Responsibilities of Host Entities)](https://toolkit.unv.org/sites/default/files/2021-04/Roles_and_Responsabilities_of_Host_Entity_EN.pdf)

UN Community Volunteer Coordinator should be provided equal duty of care as extended to all host entity personnel. Host entity support to the UN Volunteer includes, but is not limited to:

* Introductory briefings about the organisation and office-related context including security, emergency procedures, good cultural practice and orientation to the local environment;
* Support with arrival administration including setting-up of bank accounts and completion of other official processes as required by the host government or host entity;
* Structured guidance, mentoring and coaching by a supervisor including a clear workplan and performance appraisal;
* Access to office space, equipment, IT support and any other systems and tools required to complete the objectives of the assignment including a host entity email address;
* Access to shared host entity corporate knowledge, training and learning;
* Inclusion of the volunteer in emergency procedures;
* Day to day leave management;
* DSA for official travel, when applicable;
* All changes in the Description of Assignment occurring between recruitment and entry on duty or during the assignment need to be formalized with the United Nations Volunteer Programme.

1. **Description of tasks:**

Within the delegated authority and **under the supervision of (Host Entity / indicate function)** or his/her designated mandated representative(s) (indicate the function), UN Community Volunteers Coordinator will support host entity throughout the volunteer management cycle to ensure effective identification, selection, deployment, on-boarding of Community Volunteers, learning, contract management and reporting. Accountability for contract management lies with the UNV Volunteer Service Center.

**UN Community Volunteers Coordinator has a support role, responsibility for the inclusive and transparent outreach, identification, selection, and inclusion of the community volunteers to the UN Security Management Systems Framework lies with the host entity. UN Community Volunteer Coordinator is expected to work closely with UNV Field Unit and Regional Offices and undertake following tasks depending on the project requirements.**

1. **Volunteer recruitment and management planning**

Support the host entity to plan and organize the UN Community Volunteer deployment:

* advice on UNV service offer and processes;
* support to description of community volunteer assignments (DOAs) development;
* in consultation with the host entity develop context appropriate outreach, advertisement techniques and selection process;
* in consultation with the host entity plan context appropriate techniques for the on-boarding and learning of Community Volunteers;
* plan and secure context appropriate Volunteer Living Allowance and other entitlements’ disbursement mechanism;
* plan community volunteer reporting.

1. **Community outreach for identification of candidates**

* Support the host entity to promote and launch a call for applications in targeted project communities, including advertisement in local websites, newspapers and other social media platforms, as applicable;
* Support host entity to translate UNV documents such as the description of assignment to the local language (if needed);
* Promotes and supports inclusive and transparent outreach.

1. **Candidate registration and selection**

* Provide support to the host entity to gather and assess applications (either electronic in Volunteer Management Application Module (VMAM), or email, or in hard copy);
* Support candidate profiles’ creation in VMAM;
* Support candidate applications in VMAM or outside the system;
* Support host entity to assess candidates (desk review, written test, interview, other) as decided by the host entity;
* Promote and support inclusive and transparent selection.
* Prepare candidate assessment report;
* Facilitate technical clearance of candidates when and if required;
* If required, support creation of database of selected candidates.

1. **Volunteer recruitment, onboarding and contract management**

* Support selected candidates and volunteers to upload required documents in VMAM; (e.g. vendor form, health certificate / medical clearance, education credentials, identity information, beneficiary form, other)
* Support bank accounts opening or if required secure alternative payment method in consultation with host entity and UNV HQ;
* Ensure that each UN Community Volunteer has a signed contract;
* Support partner agency to design and provide context specific pre-deployment training: UN Community Volunteers Conditions of Service (COS), eService Leave Management, mandatory UNV online trainings and other project-specific trainings;
* Obtain information from the UNV Service Desk and necessary translate to guide volunteers on all volunteer management aspect including COS.
* Act as liaison point for emergency situations (relocation and medical evacuations and death of volunteer) and inform UNV Regional Programme Specialist, host entity and Volunteer Service Center immediately;
* Responsible for volunteer files completeness including leave related information (in VMAM);
* Capture lessons learnt on volunteer identification, selection, recruitment and management and possibly project success stories and share with UNV and host entity.
* Support UN Community Volunteer reporting in relevant UNV systems.
* Liaise with host entity and UNV with regards to contract extensions.

1. **Self-learning**

* **Undertake auto-didactic course on all relevant matters related to Volunteer Management Cycle in the first 2 weeks of assignment.**

1. Host entities may designate **additional related tasks** to the Coordinator function.

Furthermore, UN Volunteers are encouraged to integrate the UN Volunteers programme mandate within their assignment and promote voluntary action through engagement with communities in the course of their work. As such, UN Volunteers should dedicate a part of their working time to some of the following suggested activities:

* Strengthen their knowledge and understanding of the concept of volunteerism by reading relevant UNV and external publications and take active part in UNV activities (for instance in events that mark International Volunteer Day);
* Be acquainted with and build on traditional and/or local forms of volunteerism in the host country;
* Provide annual and end of assignment self-reports on UN Volunteer actions, results and opportunities.
* Contribute articles/write-ups on field experiences and submit them for UNV publications/websites, newsletters, press releases, etc.;
* Assist with the UNV Buddy Programme for newly-arrived UN Volunteers;
* Promote or advise local groups in the use of online volunteering or encourage relevant local individuals and organizations to use the UNV Online Volunteering service whenever technically possible.

1. **Results/expected outputs:**

* As an active [insert name Host Agency] team member, efficient, timely, responsive, client-friendly and high-quality support rendered to [insert name Host Agency] and its beneficiaries in the accomplishment of her/his functions, including:
  + Planning and development of a UN Community Volunteer programme, that meets the needs of the host entity and meets the requirements of UNV and is tailored to the local context where required
  + Recruitment and onboarding of UN Community Volunteers who meet the requirements of the host entity
  + Accurate recording of candidate and volunteer data in UNV systems
  + Timely and accurate guidance for UN Community Volunteers
  + Timely and effective management of issues related to the programme including emergencies
* Age, Gender and Diversity (AGD) perspective is systematically applied, integrated and documented in all activities throughout the assignment
* A final statement of achievements towards volunteerism for peace and development during the assignment, such as reporting on the number of volunteers mobilized, activities participated in and capacities developed

1. **Qualifications/requirements**:

Required Degree Level**:** Bachelor's degree

Required Experience:3years

1. Bachelor’s degree in an area relevant to community or social development, project management or human resource management. Relevant work experience may be considered in lieu of a bachelor’s degree.
   * + At least 3 years of professional work experience at the national and/or international level in community development, programme management or human resource management.
     + Experience working in an international NGO or in the UN is an asset;
     + Experience with following established administrative processes
     + Experience developing new/innovative administrative processes an asset:
     + Excellent oral and written communication skills;
     + Translation skills are an asset;

* Knowledge of the local project context including local languages and security issues;
* Ability to work inclusively and collaboratively with a range of partners including grassroots community members;
* Solid overall computer literacy, including proficiency in Microsoft Excel
* Self-motivated, ability to work with minimum supervision; ability to work with tight deadlines;
* Have affinity with or interest in X [fill in relevant area of the host agency’s work], volunteerism as a mechanism for durable development, and the UN System.

b) Competencies and values [Edit as required]:

* Accountability
* Adaptability and flexibility
* Creativity
* Judgement and decision-making
* Planning and organising
* Professionalism
* Self-management

c) Language skills

Working knowledge of spoken and written English is required;

Fluency in [the local language] is required;

1. **Living Conditions:**

[Provide brief description of relevant living conditions in duty station – e.g. security situation, access and air travel, climate, alcohol use, cost of living, accommodation options, availability of food/water/electricity, medical facilities, banking facilities, communications infrastructure, etc.]

As this is a national UN Volunteer assignment, the UN Volunteer will be responsible for arranging his/her own housing and other living essentials. National UN Volunteers are insured for the malicious insurance acts.

1. **Conditions of Service for national UN Volunteers**

The contract lasts for the period indicated above with possibility of extensions subject to availability of funding, operational necessity and satisfactory performance. However, there is no expectation of renewal of the assignment.

The applicable Volunteer Living Allowance is provided monthly to cover housing, utilities and normal cost of living expenses. Life, health and permanent disability insurance are included (health insurance for up to 3 dependents).

Furthermore, in non-family duty stations that belong to hardship categories D or E, as classified by the [ICSC](http://icsc.un.org/map/), a Well-Being Differential (WBD) will be provided monthly.

**Hiring Manager for this assignment:**

[Name, functional title, Host Agency, location, date]

**Alternate Hiring Manager for this assignment (if available):**

[Name, functional title, Host Agency, location, date]

**Supervisor of UN Volunteer (if known):**

[Name, functional title, Host Agency, location, date]

*United Nations Volunteers is an equal opportunity programme which welcomes applications from qualified professionals. We are committed to achieving diversity in terms of gender, nationality, age and culture.*